

ARTICLE 12. SECURITY AND SURVEILLANCE

Rule 1. General Provisions for Surveillance System

68 IAC 12-1-1 Applicability; definitions

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 1. (a) This rule applies to all riverboat licensees.

(b) As used in this rule, "suspected problem area" means an area where unusual occurrences have been observed or reason exists to believe unusual occurrences will occur.

(c) The riverboat licensee shall require that the surveillance room be staffed by an occupational licensee employed to work in the surveillance department at all times that any of the following occur:

- (1) Gaming.
- (2) Drop bucket collection process.
- (3) Hard count process.
- (4) Currency collection process.
- (5) Soft count process.
- (6) Any other times deemed necessary by the executive director or the commission to ensure compliance with the Act and this title.

(Indiana Gaming Commission; 68 IAC 12-1-1; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-2 Surveillance room specifications

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 2. (a) All boats must have a surveillance room.

(b) The surveillance room must:

- (1) be located out of the general view of patrons and nonsurveillance employees; and
- (2) have access limited to surveillance room personnel and persons with a legitimate need to enter the area.

(Indiana Gaming Commission; 68 IAC 12-1-2; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-3 Required surveillance equipment

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 3. (a) All riverboat licensees shall install a closed circuit television system in accordance with this rule.

(b) The equipment utilized in the closed circuit television system must meet the following standards:

(1) All black and white television cameras must possess the following requirements or capabilities:

- (A) Solid state.
- (B) Two-thirds (2/3) or one-half (1/2) format.
- (C) Minimum four hundred (400) plus line resolution installed in fixed positions with matrix control or pan, tilt, and zoom capabilities.
- (D) Secreted from the public and nonsecurity personnel view to effectively and clandestinely monitor, in detail, from various points, the coverage described in sections 4 and 5 of this rule.

(2) All color television cameras must possess the following requirements or capabilities:

- (A) Two-thirds (2/3) or one-half (1/2) format.
- (B) Minimum three hundred twenty (320) plus line resolution with matrix control or pan, tilt, and zoom capabilities.
- (C) Secreted from the public and nonsecurity personnel view to effectively and clandestinely monitor, in detail, from various points, the coverage described in sections 4 and 5 of this rule.

- (3) All cameras must be equipped with lenses of sufficient magnification capabilities to allow the operator to clearly distinguish the value of:
 - (A) chips;
 - (B) dice;
 - (C) tokens;
 - (D) playing cards;
 - (E) keno balls; and
 - (F) positions on the roulette wheel.
- (4) All video monitors must possess the following requirements or capabilities:
 - (A) Meet or exceed the resolution requirements for video cameras with solid state circuitry.
 - (B) A date and time generator synchronized to a central clock capable of being displayed on any of the video monitors and being recorded on video tape or video pictures, or both.
 - (C) Each video monitor screen must:
 - (i) measure diagonally at least twelve (12) inches; and
 - (ii) have all controls located on the front of the monitor screen.
- (5) All videotape recorders must possess the following requirements or capabilities:
 - (A) Capable of producing high quality, first generation pictures that meet or exceed the resolution requirements for video cameras.
 - (B) Nonconsumer, industrial grade, capable of being recorded on a standard one-half (1/2) inch VHS tape with:
 - (i) high speed scanning; and
 - (ii) flickerless playback capability in real-time.
 - (C) Capable of taping what is viewed by any camera in the system.
 - (D) Sufficient number to allow:
 - (i) simultaneous taping of coverage required by sections 5 and 6 of this rule;
 - (ii) off-line playback; and
 - (iii) duplication capabilities.
- (6) All video printers must possess the following requirements or capabilities:
 - (A) Capable of adjustment.
 - (B) Capable of generating instantaneous, upon command clear, color, or black and white copies of images depicted on the surveillance monitor screen or videotape recording.
- (7) All date and time generators must:
 - (A) be based on a synchronized central or master clock;
 - (B) be capable of being recorded on tape and visible on any monitor when recorded; and
 - (C) have a back-up power supply so that it remains accurate despite power interruptions.
- (8) Equipment must allow audio capabilities in the hard and soft count rooms.
- (9) All wiring systems must be designed to prevent tampering and must possess the following requirements or capabilities:
 - (A) Be supplemented with a back-up gas generator power source or diesel generator power source, or both, that automatically engages in case of a power failure.
 - (B) Be capable of returning full power within seven (7) to ten (10) seconds after a power failure.
- (10) Video switchers must be capable of both manual and automatic sequential switching for the appropriate cameras.
- (11) The following must be in reserve in the event of equipment malfunctions:
 - (A) A minimum of two (2) back-up cameras.
 - (B) Two (2) video recording devices.

(c) Telephone capabilities must be connected to the casino general telephone system. Radio communications must be connected with the security department. (*Indiana Gaming Commission; 68 IAC 12-1-3; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1558; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-4 Required surveillance

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 4. (a) The surveillance closed circuit television system must be capable of monitoring activities on the casino floor, support areas, and any area of the pavilion through which monies are transported, including, but not limited to, the areas set forth in sections 5 and 6 of this rule.

(b) The executive director may require additional areas be monitored to ensure compliance with the Act and this title. (*Indiana Gaming Commission; 68 IAC 12-1-4; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1559; filed Aug 20, 1997, 7:11 a.m.: 21 IR 16; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-5 Surveillance system coverage

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 5. (a) All of the following areas must be monitored in accordance with this rule:

- (1) Live gaming devices.
- (2) Pits.
- (3) Electronic gaming device areas.
- (4) Areas of the main bank.
- (5) Hard count room.
- (6) Soft count room.
- (7) The route, both on and off the vessel, through which monies are transported.
- (8) The location in which cards and dice are canceled.
- (b) The surveillance system must provide an overall view of the table capable of clearly identifying the following:
 - (1) Dealers.
 - (2) Patrons.
 - (3) Hands of all participants.
 - (4) Facial views of all participants.
 - (5) All pit personnel.
 - (6) Activities of all pit personnel.
- (c) The playing surface of the tables must be viewed with sufficient clarity to:
 - (1) determine:
 - (A) all wagers;
 - (B) card values; and
 - (C) game results; and
 - (2) clearly observe, in detail:
 - (A) chip trays;
 - (B) token holders;
 - (C) cash receptacles;
 - (D) tip boxes;
 - (E) dice;
 - (F) shuffle machines; and
 - (G) card shoes.
- (d) Roulette tables must be viewed with color cameras.
- (e) Electronic gaming device surveillance systems must be capable of providing the following:
 - (1) A view of all patrons.
 - (2) A facial view of all patrons with sufficient clarity to allow identification of the patron.
 - (3) A view of the electronic gaming device with sufficient clarity to observe the result of the game.
 - (4) An overall view of the areas around the electronic gaming device.
 - (5) A view of bill validators with sufficient clarity to determine bill value and the amount of credit obtained.
- (f) The surveillance system must be capable of providing a view of the following:
 - (1) Activity by players and employees, alone or in concert, which may constitute cheating or stealing.
 - (2) Failure of employees to follow proper procedures.

- (3) Treatment of disorderly persons.
- (4) Treatment of persons on the exclusion list.
- (5) Arrests and evictions.
- (6) Treatment of ill or injured patrons.
- (7) Movement of cash, tokens, cards, chips, or dice on the casino floor. Upon notification of intended movement of any cash, tokens, cards, chips, or dice:
 - (A) the surveillance system personnel must record the notification in the activities log; and
 - (B) during the course of routine surveillance, the progress of such movement shall be monitored to ensure that all procedures and controls are followed.
- (8) Areas where the following items are stored must be monitored by a dedicated camera that provides continuous taping or motion activation, whichever is appropriate, of the following:
 - (A) Cash.
 - (B) Tokens.
 - (C) Chips.
 - (D) Cards.
 - (E) Dice.
 - (F) Drop buckets containing tokens or any monetary equivalent.
 - (G) At least one (1) monitor that is attached to a progressive controller that controls the incrementation of the progressive jackpot for a bank of live gaming devices.
- (9) Areas where the following items are transported or stored must be monitored by a dedicated camera capable of continuous taping or motion activation:
 - (A) Uncounted tokens.
 - (B) Chips.
 - (C) Cash.
 - (D) Cash equivalents.

(Indiana Gaming Commission; 68 IAC 12-1-5; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1559; filed Aug 20, 1997, 7:11 a.m.: 21 IR 16; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-6 Surveillance system requirements

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 6. (a) Surveillance must visually record all activity as follows:

- (1) Observed criminal activity.
- (2) Arrests or evictions.
- (3) Observed procedural violations by employees.
- (4) Detention of persons.
- (5) Emergency activities capable of being observed by the system.
- (6) Any other activity deemed necessary by the commission to ensure compliance with the Act and this title.
- (b) Surveillance must audibly and visually record the following:
 - (1) Soft count procedures in accordance with 68 IAC 11-3.
 - (2) Hard count procedures in accordance with 68 IAC 11-2.
- (c) Surveillance must monitor and visually record the following:
 - (1) Currency collection in accordance with 68 IAC 11-3.
 - (2) Drop bucket collection in accordance with 68 IAC 11-2.
 - (3) Keno ball drawing devices. The view of the keno area must:
 - (A) provide sufficient clarity to identify the numbers on the balls; and
 - (B) provide a general view of the keno area with sufficient clarity to identify employees involved in the game.
 - (4) Main banks, including the following:
 - (A) The capability to monitor and record a general overview of the activities in each cage and vault area with sufficient

clarity to identify patrons and employees.

(B) A dedicated camera to monitor, record, and identify, with sufficient clarity, the following:

(i) Currency, coin, token, and chip values.

(ii) Amounts on credit slips in any area where fills and credits are transacted.

(5) Security department offices, including the following:

(A) The capability to monitor and record, both audibly and visually, all activities in any area of the security office where a person may be detained and questioned by the security department. All areas where a person may be detained and questioned must display a notice clearly stating that the area is or may be under surveillance.

(B) All detention and questioning of detained individuals by casino security personnel must be recorded.

(C) A notice must be posted in the security office that the area is under surveillance.

(6) Entrances and exits of the riverboat and entrances and exits of the following rooms in the riverboat:

(A) Count rooms.

(B) Vaults.

(C) Surveillance rooms.

(D) Security rooms.

The entrances and exits described in this subdivision must have dedicated monitoring and recording devices with sufficient clarity to identify any person using the entrances and exits.

(7) On-site maintenance and repair service, including the following:

(A) Surveillance personnel must be notified of any maintenance or repair of any gaming or money handling equipment.

(B) Notation of the service must be made in the activity log.

(C) Repair should be periodically monitored in conjunction with routine monitoring activities to ensure proper controls and procedures are being followed by casino personnel.

(d) Surveillance must monitor, by a dedicated camera, and continuously record the following:

(1) Progressive games.

(2) Any electronic gaming device or group of electronic gaming devices with a possible jackpot payout in excess of fifty thousand dollars (\$50,000).

(3) At least one (1) monitor that is attached to a progressive controller that controls the incrementation of the progressive jackpot for a bank of live gaming devices.

(Indiana Gaming Commission; 68 IAC 12-1-6; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1560; filed Aug 20, 1997, 7:11 a.m.: 21 IR 17; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-7 Video tapes

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 7. (a) All video and audio tapes and records must be kept in accordance with this section.

(b) All video tapes depicting routine activity must:

(1) contain the date and time reading; and

(2) be retained a minimum of seven (7) days.

(c) All video and audio tapes depicting detention or questioning of a detained individual or employee must:

(1) contain the date and time reading;

(2) be marked with:

(A) the date and time the tape was made;

(B) the identities of the employee or employees responsible for the monitoring; and

(C) the identity of the employee who removed the tape from the recorder and the time and date removed;

(3) be retained a minimum of thirty (30) days; and

(4) have a copy provided to the commission agent.

(d) All video and audio tapes of procedural errors or criminal activity must:

(1) contain the date and time reading;

(2) be marked with:

- (A) the date and time the tape was made;
- (B) the identity of the employee responsible for the monitoring; and
- (C) the identity of the employee who removed the tape from the recorder;
- (3) be secured in a security cabinet that must be:
 - (A) in or in close proximity to the surveillance room;
 - (B) out of the general view of the employees and patrons; and
 - (C) capable of being security-locked and accessible to surveillance room supervisory personnel only;
- (4) be retained a minimum of thirty (30) days; and
- (5) have a copy provided to a commission agent.

(Indiana Gaming Commission; 68 IAC 12-1-7; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1561; errata filed May 30, 1996, 10:05 a.m.: 19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-8 Logs

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 8. (a) An activity log must:

- (1) be continuously maintained by surveillance personnel;
- (2) be changed with each shift change of personnel;
- (3) be chronological;
- (4) contain, at a minimum:
 - (A) the date and time of each entry;
 - (B) the identity of the employee making the entry;
 - (C) a summary of the activity recorded;
 - (D) detail whether the activity was monitored; and
 - (E) detail the disposition of the tape, if recorded;
- (5) include entries for:
 - (A) the identity of the surveillance room personnel each time they enter or depart the surveillance room and the reason for the entry or departure;
 - (B) the notification of any maintenance or repair of any gaming device or money handling equipment;
 - (C) live table drop box exchanges;
 - (D) electronic gaming device drop bucket exchanges;
 - (E) transfers of cash, chips, tokens, cards, or dice;
 - (F) any detention or questioning of patrons or employees by the security department, including the identity of:
 - (i) the patrons or employees; and
 - (ii) the security department personnel involved;
 - (G) the beginning, end, and any interruptions of the soft count;
 - (H) the beginning, end, and any interruptions of the hard count;
 - (I) any observed procedural or control errors;
 - (J) any observed criminal activity;
 - (K) any pertinent telephone calls;
 - (L) any pertinent radio transmissions;
 - (M) any malfunctions or repair of surveillance equipment;
 - (N) any emergency activity;
 - (O) any surveillance conducted on anyone or any activity that appears:
 - (i) unusual, irregular, or illegal; or
 - (ii) appears to violate the rules of the commission;
 - (P) any surveillance conducted at the request of:
 - (i) a riverboat licensee;
 - (ii) an employee of the riverboat licensee;

- (iii) a commission employee; or
- (iv) a commission agent; and
- (Q) any other notations deemed necessary by surveillance room personnel or the commission to ensure compliance with the Act and this title; and
- (6) be retained for at least ninety (90) days.
- (b) An incident report must:
 - (1) be made by the person responsible for monitoring the activity;
 - (2) contain details of any incident observed that involved unusual or criminal activity;
 - (3) have a copy provided to a commission agent; and
 - (4) be retained a minimum of ninety (90) days.
- (c) A visitor's log must:
 - (1) include the signature of anyone other than surveillance room personnel on duty who access the surveillance room;
 - (2) identify all visitors;
 - (3) state the department or agency the visitor represents;
 - (4) state the reason for access to the room;
 - (5) provide the date and time of arrival and departure from the room; and
 - (6) be retained a minimum of ninety (90) days.
- (d) All surveillance room tapes, logs, and reports must:
 - (1) be retained in a manner to allow them to be easily retrieved by:
 - (A) time;
 - (B) date;
 - (C) location of activity; and
 - (D) type of activity; and
 - (2) be furnished to a commission agent immediately upon demand.

The riverboat licensee may retain a copy of any tape, log, or report at the riverboat licensee's own expense. (*Indiana Gaming Commission; 68 IAC 12-1-8; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1561; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-9 Maintenance and malfunctions

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 9. (a) Maintenance of any surveillance equipment that is out of service due to maintenance or malfunction must be:

- (1) immediately reported to the commission agent;
- (2) resolved or the equipment replaced with:
 - (A) alternative camera coverage; or
 - (B) live surveillance at the discretion of the commission agent; and
- (3) done within twenty-four (24) hours.
- (b) The commission agent will periodically inspect the surveillance room to ensure that:
 - (1) all equipment is working properly;
 - (2) no camera views are blocked or distorted by improper lighting or obstructions; and
 - (3) all required surveillance capabilities are in place.

(*Indiana Gaming Commission; 68 IAC 12-1-9; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; errata filed May 30, 1996, 10:05 a.m.: 19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-10 Emergency procedures

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 10. (a) In all emergencies:

- (1) safety of patrons and personnel is the first priority;

- (2) established emergency evacuation plans as set forth in 68 IAC 8-2 must be followed; and
- (3) a commission agent must be notified.
- (b) The following actions must be taken in all emergencies where sufficient time exists:
 - (1) Secure all records.
 - (2) Replace all tapes.
 - (3) Set recorders for slow speeds.
 - (4) Activate all tapes on dedicated cameras.
 - (5) Set all other available cameras and recorders with fresh tapes.
- (c) The following actions must be taken in suspected problem areas:
 - (1) Set cameras on that area.
 - (2) Activate a fresh tape.

(Indiana Gaming Commission; 68 IAC 12-1-10; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)

68 IAC 12-1-11 Surveillance plan

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3
Affected: IC 4-33

Sec. 11. (a) The riverboat licensee must submit a surveillance plan to the executive director at least sixty (60) days prior to the commencement of riverboat gambling operations that includes the following:

- (1) A floor plan that shows the placement of all surveillance equipment.
- (2) A detailed description of the surveillance system and its equipment.

(b) Alterations to the surveillance plan shall be submitted to the executive director at least thirty (30) days prior to the institution of the alterations.

(c) The alteration must include the following information:

- (1) Details of the change, including the floor plan.
- (2) The reason for the change.
- (3) Expected results of the change.

(d) The surveillance plan shall be submitted to the executive director for approval. A riverboat licensee can commence operations if a surveillance plan is approved. The executive director shall advise the riverboat licensee of the decision in writing. A riverboat licensee shall not commence operations or institute alterations if the surveillance plan or alterations are disapproved. *(Indiana Gaming Commission; 68 IAC 12-1-11; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1562; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)*

68 IAC 12-1-12 Surveillance of employees

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3
Affected: IC 4-33

Sec. 12. (a) All employees whose duties will be monitored in accordance with this rule must be informed prior to commencement of their labor that his or her surveillance is a requirement of their employment.

(b) All employees whose duties will be monitored in accordance with this rule must sign a written statement prior to the commencement of their employment indicating his or her understanding that he or she will be under surveillance.

(c) Riverboat licensees must maintain each signed statement until one (1) year after termination of employment of the employee.

(d) An updated statement must be signed before the commencement of any new position or rehire into any previous position provided the new position requires surveillance of the employee.

(e) All areas under surveillance and accessible only to employees must display a notice clearly stating that the area is under surveillance. *(Indiana Gaming Commission; 68 IAC 12-1-12; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; errata filed May 30, 1996, 10:05 a.m.: 19 IR 2884; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261)*

68 IAC 12-1-13 Violation of rule

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 13. A licensee who is not in compliance with this rule is subject to disciplinary action pursuant to 68 IAC 13. (*Indiana Gaming Commission; 68 IAC 12-1-13; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-14 Waiver of requirements

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 14. The executive director or the commission may waive, restrict, or alter any requirement or procedure set forth in this rule if the executive director or the commission determines that the requirement or procedure is impractical or burdensome and the waiver, restriction, or alteration is in the best interest of the public and the gaming industry and is not outside the technical requirements necessary to serve the purpose of the requirement or procedure. (*Indiana Gaming Commission; 68 IAC 12-1-14; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

68 IAC 12-1-15 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 15. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to this rule to the commission at the next meeting held under 68 IAC 2-1-5 or an executive session held under IC 5-14-1.5-6.1. (*Indiana Gaming Commission; 68 IAC 12-1-15; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261*)

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